

AT&T Service Order delivery dates

Type of Service	Quantity of lines	Add New Lines	Move Existing Lines Within a Building - non-DOA bldg	Move Existing Lines to a Different Building	Change Analog to ISDN	Change ISDN to Analog	Change SP to MP	Change MP to SP	Change Features (non-Mate)	Customer Premise Wiring Required
Analog	1-5	5 BD	5 BD	5 BD	10 BD				3 BD	5 BD
Analog	5-20	5 BD	5 BD	5 BD	10+ BD				3 BD	5 BD
Analog	20+	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability	Based on Availability
ISDN (SP)	1-5	10 BD	10 BD	10 BD	10 BD	5 BD	10 BD		3 BD	10 BD
ISDN (SP)	5-20	10+ BD	10+ BD	10+ BD		10+ BD	10+ BD		3 BD	10+ BD
ISDN (SP)	20+	Based on Availability	Based on Availability	Based on Availability		Based on Availability	Based on Availability		Based on Availability	Based on Availability
ISDN (MP)	1-5	10 BD	10 BD	10 BD		5-10 BD		10 BD	3 BD	10 BD
ISDN (MP)	5-20	10+ BD	10+ BD	10+ BD		Based on Availability		Based on Availability	3 BD	10+ BD
ISDN (MP)	20+	Based on Availability	Based on Availability	Based on Availability		Based on Availability		Based on Availability	Based on Availability	Based on Availability

- BD = Business Day
- MP = Multipoint SP = Single Point
- Based on Availability – due to size of these orders more time/ATT resources may be needed to complete, dates are agreed upon between AT&T Service Order and State Agency.
- Analog orders must go to the service order /business office (Madison.gem@rdsml.ims.att.com). ISDN orders must go to ATT Account Manager Mary Burling (mb1289@att.com).